

# USER MANAGEMENT RESOURCE ADMINISTRATOR (UMRA)

## WHY INVEST IN IDENTITY MANAGEMENT?

ANY ORGANISATION WITH OVER 300 EMPLOYEES CAN BENEFIT FROM AN IDENTITY MANAGEMENT SOLUTION.

THE ALTERNATIVE – PROCESSING MANUALLY AND DEALING WITH IT PIECEMEAL THROUGH POINT OR

CUSTOMISED SOLUTIONS – IS INEFFICIENT, PRONE TO ERRORS, COSTLY AND UNSECURE.

Many have the misconception that replacing the current processes by implementing an Identity Management solution will be complicated.

With UMRA, market leader Tools4ever offers a distinctive product, whose modular structure, combined with a phased implementation method, has yielded a proven track record.

## UMRA FROM TOOLS4EVER

As part of the Tools4ever Identity and Access Management Software Suite, UMRA offers: Provisioning, Workflow Management (WFM), Self Service (SS) and Access Governance (RBAC).

## UMRA OFFERS THE FOLLOWING:

### FOR THE BOARD OF DIRECTORS AND MANAGEMENT

In the past, audits were conducted mainly among financial and major exchange-listed companies. Nowadays, other sectors are being audited and every format is checked. Audits are also becoming mandatory rather than just being recommended.

These mandatory audits, the current economic climate and failed previous Identity Management implementations, are forcing boards of directors and management into making the right decisions. UMRA is the right choice for this. The unique combination of powerful and affordable software, along with a pragmatic implementation method, produces success time and again.

Right from the first implementation phase, the organisation becomes in control of the security of personnel data. In addition, fulfilling audit needs and efficiency objectives can easily be achieved.

**RESULT:**  
COST SAVINGS, COMPLIANCE, EFFICIENCY

### FOR END-USERS AND MANAGERS

When end-users submit a change request, for example specific access to an application, they often have to wait a long time before the request is approved and implemented in the network. During this delay the user is unproductive, and has a tendency to try to sort the issue on their own.

With UMRA users can request changes themselves, and have an overview of the status of the request. Once the relevant manager has issued approval, UMRA implements the change in the network immediately.

The UMRA WFM portal also offers the manager to have a clear overview per department of all the rights issued per employee, as well as the IT costs incurred in terms of storage used, licences and IT facilities.

**RESULT:**  
USER-FRIENDLINESS, EFFICIENCY



## FOR THE IT DEPARTMENT

When something changes for an employee (different job, marriage etc.) this has an effect on the user account in the network, and ultimately it needs to be entered into the network by IT and application managers. Processing these changes, though not very difficult, takes a lot of time and is prone to errors.

The chain described above, from submission to carrying out changes, can be fully automated. In essence UMRA arranges two issues:

- 1) It establishes how changes must be implemented in the network, and
- 2) It indicates what the changes are through a variety of interfaces.

Changes are handled through Workflow Management and Self Service, automated links with the HR system and a delegated interface for the service-desk. Approval for this is regulated and established, and the changes are always carried out by UMRA in the same standard way.

The result is that the departmental computerisation is relieved of a significant amount of burden.

**RESULT:**  
COST SAVINGS, EFFICIENCY, COMPLIANCE

## FOR THE SECURITY MANAGER

Complying with legislation and regulations without an automated system is difficult, since considerable volumes of information must be processed by a variety of staff, spread over multiple departments and in a number of target systems. It is difficult to gain an overview of which rights each employee has and what decisions lie at the basis of this. In short, a security manager and the departments involved need to carry out an enormous amount of work for an audit to succeed. Sometimes despite all the work, the outcome is still disappointing.

UMRA turns preparing and achieving an audit into a success story. With UMRA, all the components involved in securing personal data are covered. All requests, approvals and changes are recorded by UMRA.

If an employee leaves the organisation, the account automatically becomes inactive in all systems. If a staff-member changes jobs and/or departments, then their former rights will be withdrawn automatically within three weeks. UMRA also provides a dashboard which gives the security manager an insight into all the issued rights, enabling him to ensure they are correct.

**RESULT:**  
COMPLIANCE, EFFICIENCY

